

## **EXHIBIT G**

03/30/05

DEL/

IND

COMMERCIAL LINES USER REMARKS

MPA-812988

RP95097 RM9509

\* MORE PROCESSING REMARKS \*

TOTAL NUM 004

08/16/04 10:32:17 ASAB ABLAIR  
AGENT PAULA REQUESTING EXPLANATION ON CANCELLATION. ADV. POLICY FLAT CANCELLED 6/8/04 FOR NON-PAY ON THE RENEWAL. ADV. RENEWAL PROCESSED 3/26/04 W/ INVOICE. NO MONIES REC'D AND ON 6/14/04 SENT NP INVOICE FOR \$283.80 DUE 6/30/04. NO MONIES REC'D AND POLICY CANCELLED FLAT. AGENT PAULA ASKING ABOUT PMT. REC'D ON 7/14/04 FOR \$283.80. ADV. PMT. LATE AND MONIES WERE PROCESSED AS A REFUND.

\* LAST UNDERWRITING REMARKS \*

TOTAL NUM 000

\*\*\* NO UNDERWRITING REMARKS \*\*\*

PF1=HELP PF3/8=EXIT PF6=ENTRY PF7=GOBACK PF9/10=SCRL PROC PF19/20=SCRL UND

DR 0200

Message

Page 1 of 2

**Clodfelter, Sherry**

**From:** Staton, Amber  
**Sent:** Tuesday, August 17, 2004 8:10 AM  
**To:** Clodfelter, Sherry  
**Subject:** RE: S0-53 07 39 -- Layne Drexel -- MPA 81 29 88

You're welcome.

I read some of the comments in the adjuster notes. The insured wanted to know why it took so long to determine no coverage? I may know why (I use to work in Customer Support in Home Office). The non-pay issued on 6/14/04 asking for \$283.80 due before the canc date of 6/30/04. The claim was coverage verified on 6/23/04 by claims entry which at the time was in non-pay. We did not receive payment of \$283.80 until 7/14/04. The policy confirmed cancellation on 7/6/04 effective for 6/30/04. The payment of \$283.80 was refunded back to the insured.

Only the underwriting has the authority to reinstate (not customer support).

Hope that helps.

-----Original Message-----

**From:** Clodfelter, Sherry  
**Sent:** Tuesday, August 17, 2004 9:04 AM  
**To:** Staton, Amber  
**Subject:** RE: S0-53 07 39 -- Layne Drexel -- MPA 81 29 88

yes, thanks

----- Original Message-----

**From:** Staton, Amber  
**Sent:** Tuesday, August 17, 2004 7:21 AM  
**To:** Clodfelter, Sherry  
**Subject:** FW: S0-53 07 39 -- Layne Drexel -- MPA 81 29 88

Sherry,

Do you want me to put the claim into No Coverage?

Amber

-----Original Message-----

**From:** Riddle, Danny  
**Sent:** Friday, August 13, 2004 2:28 PM  
**To:** Staton, Amber  
**Subject:** RE: S0-53 07 39 -- Layne Drexel -- MPA 81 29 88

You're welcome. Thanks for catching this before we sent out money we may not owe.

-----Original Message-----

**From:** Staton, Amber  
**Sent:** Friday, August 13, 2004 1:27 PM  
**To:** Riddle, Danny  
**Subject:** RE: S0-53 07 39 -- Layne Drexel -- MPA 81 29 88

DR 0209